



**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

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Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Richard J. Visingardi, Ph.D, Director

MEMORANDUM:

TO: Area Directors

FROM: Dick Oliver (through Tara Larson)

DATE: 11/15/02

RE: 2002-2003 Performance Agreement

**2002-2003 Performance Agreement
Effective Immediately
November 15, 2002**

In an attempt to delete a number of required elements from the Performance Agreement, several revisions were made just prior to completion of the 2002-2003 Agreement. Changes were made in Attachments 1 and 2, but did not get carried forward to Attachments 14 and 15 – both “Summary” attachments. Thus, the Agreement appeared to have a number of discrepancies, when, in fact, only the “Summary” Attachments 14 and 15 needed to be edited to reflect the changes already made in Attachments 1 and 2.

Two changes, the first concerning the Client satisfaction surveys, and the second regarding Fiscal Management 4, came about after the 2002-2003 Performance Agreements were mailed out.

1. Upon completion of the Performance Agreement for this fiscal year, only the DMA Medicaid Electronic Claim Submittal (ECS) Agreement was in place to serve as a guide. The DMH Trading Partner Agreement (TPA) was not even started yet. Thus, Information Technology (IT) Services, with the help of the Contracts Section, tried to modify the ECS agreement so that it could be used until the TPA was completed and issued. Since that time, the TPA has been completed and is now in use by the Fiscal Agent and Area Programs (APs). The Agreement now requires all APs to have an executed TPA in order to use the IPRS system. The Division needs only to ensure that the agreement is in place and is valid.
2. At the request of an area program, and with the support of the NC Council of Community Programs, the requirement in Attachment II, “Client Rights and Relations 1, Administer Client Satisfaction Surveys”, has been changed. Instead of a 10% across-the-board requirement for each Area Program’s Mental



Health and Substance Abuse caseloads, the requirement is now “10%, but no more than 1,000, surveys per program.”

So, please make a note of the following changes that have been made to the 2002-2003 Performance Agreement. For corrected copies of the affected documents, go to the DMH/DD/SAS Website, where they may be printed out for your future reference.

Contract Elements:

1. *References to “At Risk Children” will read “Comprehensive Treatment Services Program.”*
2. *“Under IV (Area Program Performance Requirements), A (Fiscal Management), 1 & 2 of the Agreements: We have deleted Attachment 4E, and 4D, and have substituted a request that, instead of an Electronic Submissions Agreement (ECS), the Area Program must annually submit, to EDS, evidence of a signed Trading Partner Agreement (TPA) with the IPRS Fiscal Agent.”**

Attachment 1:

1. *On page 6 of Attachment 1, under “Advocacy, Client Rights, and Quality Improvement, Monitoring and Responsible Party”, the annual report on Client Rights Committee membership and activities” is due **October 1, 2003**, not 2002.*

Attachment 2:

1. *On page 7 of Attachment 2, under Fiscal Management 4, “Requirement,” “Intent and Authority,” and “Measurement” have all been changed to reflect the changes made to the contract document itself in regard to replacing the Electronic Claims Submission (ECS) contract with a “current, signed TPA, to be filed with the IPRS Fiscal Agent.”**
2. *On page 18 of Attachment 2, “Client Rights and Relations 1,” Administer Client Satisfaction Surveys has been changed from 10% across the board to “10%, but not more than 1,000.”**

Attachment 14:

1. *Under Fiscal Management 2: The contact person(s) were changed.*
2. *Identifies the initial reporting date for “Fiscal Management 3: Prompt Pay Provision.”*

Attachment 15:

1. *Child & Family Services 1, 4, & 6 have been **deleted**.*
2. *Developmental Disabilities 3 has been **deleted**.*
3. *IIIC Monitoring Requirement for Client Rights Committee Reports should read **October 1, 2003**, not 2002.*

All of these documents can be found on the Division’s web site at:

<http://www.dhhs.state.nc.us/mhddsas/>

Click on Performance Agreements found in the bulleted list in the middle of the page.

